

# Return and Refund Policy

Thanks for shopping at My Site (change this). If you are not entirely satisfied with your purchase, we're here to help.

To guarantee your satisfaction, you have up to 30 days to return any merchandise for any reason provided it is unused and in its original packaging.

For returns, it must be authorized by a Biofargo Customer Service Representative via email: [contact@biofargo.com](mailto:contact@biofargo.com).

The following items cannot be returned:

1. Products not in completely resalable condition (including products with damaged, missing, or defaced labeling or packaging)
2. Chemicals, reagents, diagnostics, sterile or controlled (regulated) items unless products do not meet specifications
3. Laboratory apparatus or instruments that have been used or are missing original packaging, labeling and/or operating manuals
4. Temperature sensitive items or other perishables
5. Products purchased on a special order basis
6. Products not purchased from Biofargo
7. Products with an expired shelf life or an expiration date too short for resale
8. Discontinued items
9. Products that contain mercury
10. Medical devices
11. Controlled goods